



# Reporting

Help Documentation

# Reporting

## Reports Overview

Summary Reports display summarized data at the system, domain, and user level within a user defined block of time. Summary Reports are especially useful for determining the overall usage and performance of systems, domains, and users relative to each other.

Trend Reports display data points—connected by trend lines—for a system, domain, or user over a selected time span. Trend Reports are especially useful for determining the usages and performance month-by-month, day-by-day, and hour-by-hour (etc.).

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Report Options

You will see a calendar of the current month and five fields with drop down menus on the right side.

NOTE: Not all of the options below will be available for each report type.

Calendar - You can choose any amount of time you wish to base your report on—day, week, or month.

Rows - You can choose how many rows of usernames you would to have appear—10, 100, 500, 1000, 10,000

Sort - This allows you to choose how you want the different usernames sorted. Then you can select if you want it sorted in Ascending or Descending order.

Chart - This allows you to select which type of graph you want your data displayed in.

Value 1 - This gives you the option of which values you want to use in your graph—None, Total Disk, Junk Email, Deleted Items.

Value 2 - You can choose if you would like to add a second value to your graph.

Group - You can choose how you want the data displayed—Hourly, By Hour of Day, Daily, By Day of Week, Weekly, Monthly, By Month of Year, or Quarterly.

Once you have the data which you want shown in the report, click the Get Report button on the right side.

Across the action toolbar there are four icons—Add Favorite, Email, Export, and Print.

Add Favorite - This will allow you to add this report to your favorites list.

Email - This will allow you to send another person your report.

Export - This will allow you to export your report to a file.

Print - This will allow you to print your graph and chart.

## Favorites

Report Favorites gives a user the ability to define certain criteria for reports that they will run on a regular basis. Once a chart is located that you would like to save, click the Add Favorites icon from the actions tool.

After clicking the Add Favorites icon, a window will pop up asking you to name your saved report and to populate the chart fields. Chart Definitions Once all fields are completed to your satisfaction, click OK at the bottom of the pop up window.

To access one of your Favorites at anytime, click the report from under the Favorites in the left tree view.

## Email Reports

SmarterMail gives you the opportunity to email yourself or others a specific report with any frequency (Daily, Weekly, Monthly) you choose. To get get started, click Scheduled Email Reports from the left tree view.

After clicking Scheduled Email Reports , click the New icon on the actions toolbar and you will be asked to populate the following fields:

Name - From the drop down list, choose the custom report you would like regularly emailed to you and/or others.

Frequency - From the drop down list, choose how often you would like the report emailed to you. (Daily, Weekly, Monthly)

To Address(es) - Enter the email addresses you would like the report sent to.

Cc Addresses(es) - Enter any additional email addresses that you would like to have receive a carbon copy.

Subject - Enter the subject for this email.

Message - Enter the message you would like associated with the email.

Email Format - From the drop down list, choose what format you would like the email sent (HTML + Plain text or Plain text only).

Enable Charts - Enable this to have charts associated with your report.

## Custom Reports

The use of custom reports allows a user to accumulate data using very specific parameters. For example, a CEO of an organization may want to group related report items into one report to get an executive report of all their managers. To get started, click the Reports button on the main toolbar, then select Add Custom Report from the Custom Reports folder tree view.

Once you click on add custom report, you will be asked two things:

- Custom Report Name
- Default Date Range

Once you complete those two fields, click the Next icon from the actions toolbar.

## Report Items

You will see four icons on the actions toolbar in this tab—Save, Add Item, Edit, and Delete.

Save - Clicking this icon will allow you to save your custom report as you go along.

Add Item - This allows you to add what parameters you would like your report to follow.

Report Item - Choose the report you would like to use from the drop down list.

Delete - This icon will let you delete a custom report.

## Summary Reports

## Traffic Reports

### Disk Usage

This report will tell you the amount of disk space currently being used by all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Message Traffic

This report will tell you the number of messages that are being sent and received by all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Message Data

This report tells you the amount of data which was sent and received in KB by all users within in your domain.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP In Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP In Errors

This report tells if any errors occurred from SMTP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP Out Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP outgoing mail from all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP Out Errors

This report tells if any errors occurred from SMTP outgoing mail from all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## POP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from POP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## POP Errors

This report tells if any errors occurred from POP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## IMAP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from IMAP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## IMAP Errors

This report tells if any errors occurred from IMAP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Trusted Senders

This report tells you the number of messages that you have received from Email addresses which are listed in the trusted senders in the Settings page for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## **Spam and Virus Reports**

### **Incoming Spam**

This report tells you the number of Spam Messages which were received at different tolerance levels for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

### **Outgoing Spam**

This report tells you the number of outgoing messages that were blocked due to spam for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

### **Greylisting**

This report tells you the number of connections which were allowed and delayed due to Greylisting for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

### **Viruses**

This report tells you the number of viruses which were received through email for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## **Trend Reports**

## **Traffic Reports**

### **Server Status**

This report will tell you the amount of memory currently being used on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Message Traffic

This report will tell you the number of messages that are being sent and received on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Message Data

This report tells you the amount of data which was sent and received in KB on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP In Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP In Errors

This report tells if any errors occurred from SMTP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP Out Usage

This report tells you the size of the bandwidth and the number of connections that have been made from SMTP outgoing mail from all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP Out Errors

This report tells if any errors occurred from SMTP outgoing mail from all domains on your server.



Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## POP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from POP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## POP Errors

This report tells if any errors occurred from POP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## IMAP Usage

This report tells you the size of the bandwidth and the number of connections that have been made from IMAP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## IMAP Errors

This report tells if any errors occurred from IMAP incoming mail for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## SMTP Out Connections

This report tells you the number of SMTP Out connections your server has made.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## **SpamAssassin Connections**

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## **ClamAV**

This report tells you the number of connections your server has made.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## **Spam and Virus Reports**

### **Incoming Spam Counts**

This report tells you the number of Spam Messages which were received at different tolerance levels on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

### **Outgoing Spam Counts**

This report tells you the number of outgoing messages that were blocked due to spam on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

### **Incoming Spam Percentages**

This report tells you the percentages of Spam Messages which were received at different tolerance levels on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

### **Outgoing Spam Percentages**

This report tells you the number of outgoing messages that were blocked due to spam on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Greylisting

This report tells you the number of connections which were allowed and delayed due to Greylisting for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

## Viruses

This report tells you the number of viruses which were received through email for all domains on your server.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The report is broken up into two columns—Day and Viruses.